



Mobility Dept

eBIKE VOUCHER PROGRAM

February 2023

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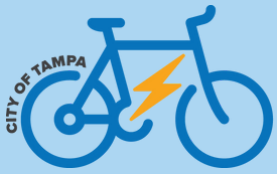
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01

Program Overview



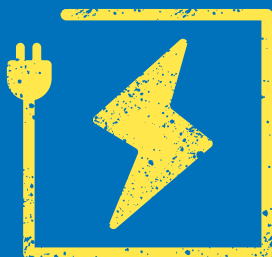


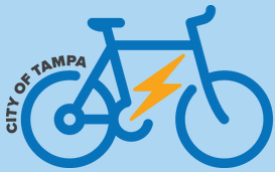
PROGRAM OVERVIEW

The City of Tampa Mobility Department is proposing an eBike Voucher Program for all city residents. This program will not only help overcome some of the existing barriers to eBike ownership, but will also provide access to reliable transportation to jobs, promote sustainable transportation, and improve the City's carbon footprint.

The eBike Voucher Program will provide qualified and approved applicants with an upfront discount towards the purchase of a new eBike from a participating local bike shop. Directing the focus of the program towards City of Tampa residents and City of Tampa businesses encourages a positive local impact as an outcome from project implementation.

Vouchers provided through this program range in value from \$500 to \$2,000 based on the voucher type and the applicant's income qualifications.





PROGRAM OVERVIEW

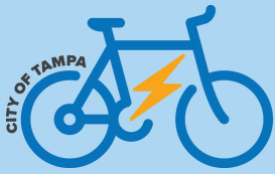
Voucher vs. Rebate

A voucher redemption method was chosen over a rebate method to make the eBike voucher program more accessible for income-constrained individuals and families.

Using a rebate program, an applicant would be required to purchase the eBike at full purchase price at the time of sale; the City would then reimburse the applicant. Low-income individuals would be less likely to, or capable of, participating in such a program.

A voucher program can be more impactful for users by lowering the up-front cost to the applicant as it requires less out of pocket funds.





PROGRAM GOALS

The eBike Voucher Program was created with seven goals in mind aimed at improving the quality of life for City of Tampa residents:



Reduce the number of internal combustion engine vehicles on Tampa roadways.



Reduce the City of Tampa's greenhouse gas emissions.



Provide an incentive to adopting micro-mobility transit.



Improve bike safety within the City of Tampa.



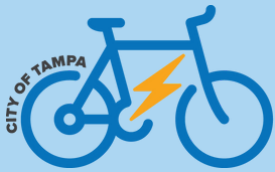
Encourage the use of existing bicycle facilities.



Provide economic growth through the support of local businesses.








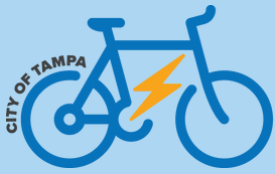
Provide connections to jobs and opportunities while encouraging healthy habits among City of Tampa residents.



GOAL ALIGNMENT WITH CITY PLANS

The eBike voucher program was designed with the goals and initiatives of three established City of Tampa plans in mind: the Resilient Tampa Plan, the M.O.V.E.S. Plan along with Vision Zero initiatives, and the Mayor's Transforming Tampa's Tomorrow (T3) initiatives. The table below, indicates how each goal of the eBike voucher program aligns with the different plans and initiatives.

		TAMPA PLANS		
		Resilient Tampa	Tampa Moves	T3
EBIKE VOUCHER PROGRAM GOALS		Goal 4.2	Vision for Strong Neighborhoods	
		Goal 3.2	Vision for Strong Neighborhoods	Sustainability & Resiliency
		Goal 4.2	Mobility for All	Transportation Housing Affordability Economy
			Public Safety	Transportation Sustainability & Resiliency
		Goal 3.2	Mobility for All Public Safety	Transportation
		Goal 4.1	Economic Opportunity	
		Goal 1.2 Goal 2.2	Mobility for All Economic Opportunity Vision for Strong Neighborhoods	Sustainability & Resiliency Transportation Development Services Economy



PROGRAM STIPULATIONS

The City of Tampa eBike voucher program will provide purchase vouchers to qualified applicants that are valid for class I eBikes and eCargo bikes. This program does not support the purchase of class II or class III eBikes, full suspension electric mountain bikes, or eBike conversion kits.

To qualify for the eBike Voucher Program, applicants must:

- Live within the City of Tampa limits (an interactive map of the city limits can be found here: https://apps.tampagov.net/mygovtsvcs_webapp/)
- Be 18 years old or older
- Intend to use the eBike to replace trips that would otherwise have been taken by an automobile
- Reach out to a participating bike shop for consultation prior to completing an application

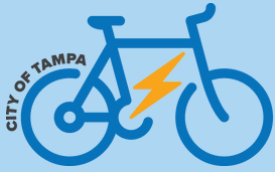
Vouchers are limited to one (1) per person, and will only apply toward the purchase of a new eBike from one of the participating program bike shops.



02

eBikes & Bike Shops





EBIKES OVERVIEW

The City of Tampa eBike voucher program defines an eBike as a bicycle that is equipped with an electric motor that provides assistance while pedaling. Under this definition it is understood that the electric motor component is meant to augment human power, not completely replace it.

The two qualifying types of eBikes for this program are identified in more detail below:



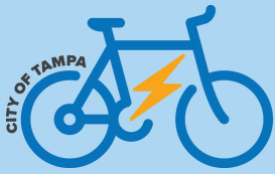
CLASS I EBIKE

A bicycle equipped with a motor which provides assistance only when the rider pedals, with speeds up to 20 mph.



ECARGO BIKE

A bicycle of larger size, equipped with a gear-hauling motor which allows for the transport of passengers or groceries with pedal assist at speeds up to 20 mph.



BIKE SHOP QUALIFICATION

To qualify for participation in this program bike shops must meet the following criteria:

- Business must be brick-and-mortar (eBike vouchers awarded as part of this program will not cover the purchase of any online sales)
- Business must be located within the City of Tampa boundaries (an interactive map of the city limits can be found here: https://apps.tampagov.net/mygovtsvcs_webapp/).
- Business must sell eBikes at the indicated physical location.
- Business must be capable of providing on-site maintenance for eBikes.
- Business must agree to provide a helmet to each voucher recipient at no cost.

As part of the eBike Voucher Program, the participating bike shop must provide a brief consultation with applicants wishing to purchase from their shop. This consultation shall include a discussion about the intended use of the eBike and the subsequent class or standard of eBikes that would best suit the customer. The consult should identify the correct height and size of eBike for the applicant, available stock in-store, basic eBike ownership expectations, and answer the applicants questions to the best of the shops ability.





BIKE SHOP CONDITIONS

Below is the conditions form that all bike shops must read, sign, and adhere to while participating in the eBike Voucher Program.

City of Tampa eBike Voucher Program Participating Local Bike Shop Conditions Form

In consideration of the benefits of participation in the City of Tampa eBike Voucher Program, The Business agrees to the following terms and conditions of program participation:

I. Program Qualification

[Business Name], [business entity] _____ located at _____, (the "Business") hereby agrees and acknowledge it that meets the following criteria to apply for the program:

- a. Business is a registered entity with the Florida Department of Corporations and maintains a brick-and-mortar store location within the City of Tampa boundaries. (An interactive map of the boundaries can be found here: <https://apps.tampagov.net/mygovtvs webapp/>)
- b. Business sells eBikes at the physical location indicated above.
- c. Business provides basic on-site maintenance of eBikes.

II. Program Participant Consultation

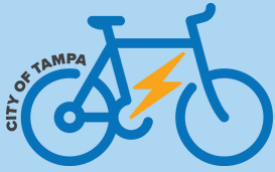
The Business agrees to consult (via email, in person, or over a voice/video call) with the program applicant to discuss the following:

- a. Appropriate bike type (Class 1 or eCargo) for the applicant.
- b. Appropriate bike size/style for the applicant.
- c. Available stock at the bike shop.
- d. Answer, to the best of the business' ability, the applicant's eBike related questions.
- e. Provide general recommendations that are in the applicant's best interest.

III. eBike Voucher Redemption

The Business agrees to the following regarding eBike Voucher redemption:

- a. Business agrees to receive a copy of each approved applicant voucher that indicated their business as the point of sale.
- b. Business agrees to verify that customer information (bike shop name, bike shop address, applicant name, applicant address, voucher expiration date, voucher type, and voucher number) matches the information provided to them via a City of Tampa representative for approved applicants.
- c. Business agrees to notify the indicated city representative of each eBike Voucher Redemption at the time of sale, or not to exceed one (1) week following the time of sale.
 - i. Notification must include the cost of the eBike sold, voucher type redeemed, voucher number redeemed, and a scan or photograph of the applicant's photo ID used to verify identification at the time of sale.
- d. Business agrees to provide the amount indicated on the voucher to the applicant's total purchase price of an eBike only. Any additional value of the voucher not redeemed is forfeited.
- e. Business agrees to include the sale of a suitable helmet in the eBike purchase price and provide the manufacturer's standard safety instruction.
- f. Business agrees to be reimbursed by the City of Tampa for the value of the eBike Voucher redeemed solely for the purchase of the indicated eBike type, as verified through Section III (c)(i) above. Any value remaining on the voucher shall be forfeit. Reimbursements can take up to 45 days from the date of notification to be dispersed.



BIKE SHOP CONDITIONS

Continued from previous page

- g. The Business agrees to only be reimbursed for valid redeemed vouchers issued as part of this program and will be solely responsible for any costs incurred for improper sales.
- h. Business agrees to maintain such records as are deemed necessary by the City to assure proper accounting of the City vouchers and funds. The records shall be available for inspection and copies shall be provided to the City. Business shall maintain the records for a minimum of five (5) years from the date of the transaction. The Business agrees to comply with Florida's Public Records Law, Chapter 119, Florida Statutes.
- i. Business agrees to assume all risk of injury or harm relating to the eBike Voucher Program and agrees to release, indemnify, defend, and forever discharge the City, its officers, agents, or successors and assigns, from all liability, claims, demands, damages, losses, costs, expenses, and causes of action due to death, injury, loss, or damage to the Business.

IV. Criteria for Termination from the Program

The Business agrees that the business may be terminated from the City of Tampa eBike Voucher Program upon the occurrence of one (1) or more of the following:

- a. Failure to meet the Program Qualifications indicated in **Section I** at any time before or during the program.
- b. Failure to provide a consultation with the applicant prior to the sale of an eBike.
- c. Failure to provide information to the applicant that is in the applicant's best interest.
- d. Failure to verify customer information on the applicant voucher matches the copy provided to the business by a city representative.
- e. Failure to notify the indicated city representative of each eBike Voucher Redemption at the time of sale, not to exceed one (1) week following the time of sale.
- f. Failure to include the total cost of the eBike sold, voucher type redeemed, voucher number redeemed, and a scan of the redeeming applicant's photo ID that the business used to verify identification at the time of sale.
- g. Failure to provide the voucher value to the sale of the voucher indicated eBike only.
- h. Failure to sell applicant only the voucher specified class/type of eBike.

Signature of Owner or Authorized Officer of Business

Title

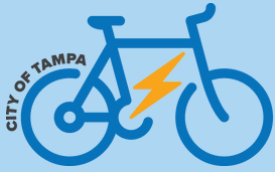
Date

Print Name

03

Application & Selection





APPLICANT QUALIFICATION

This program was designed to benefit all residents within the City of Tampa. To qualify for the program, applicants must live within the City of Tampa city limits and be eighteen (18) years of age or older.

In addition to meeting the application requirements above, program applicants must also agree to:

- Use the eBike purchased as part of the program to replace vehicle trips.
- Purchase an eBike using the voucher at one of the participating program bike shops.
- Maintain ownership of the eBike for one (1) calendar year from the date of receipt of the eBike.
- Use the eBike for personal use only.
- Provide basic maintenance for the eBike for a minimum of one (1) calendar year from the date of receipt of the eBike.
- Participate in three (3) surveys over the course of one (1) calendar year from the date of receipt of the eBike.



APPLICANT CONDITIONS

Below is the conditions form that all applicants must read, sign, and adhere to to qualify for participating in the eBike Voucher Program.

City of Tampa eBike Voucher Program Applicant Conditions Form

In consideration of the benefits of participation in the City of Tampa eBike Voucher Program, the Applicant agrees to the following terms and conditions of program participation:

- I. Program Qualification**
 - a. The Applicant lives within the City of Tampa limits.
 - b. The Applicant is 18 years of age or older.
 - c. The Applicant has contacted a participating bike shop as part of this program prior to filling out the application.
 - d. The Applicant has not been awarded an eBike Voucher previously.
 - e. If applying for an "Income-Qualified" Voucher, the Applicant agrees that the provided household income documentation provided is current and accurate. Please attach household income documentation to this form. Household income documentation can be provided using a recent paystub, W2/1099 form, or Unemployment/Worker's Compensation documentation.

- II. Program Pledges**
 - a. The Applicant pledges to use the eBike purchased as part of this program to replace trips that would have otherwise been taken in an automobile.
 - b. The Applicant pledges to keep the eBike purchased as part of this program for the minimum length of one (1) calendar year from the date of receipt.
 - c. The Applicant pledges to complete all basic maintenance to the eBike purchased as part of this program for a minimum length of one (1) calendar year from the date of receipt.
 - d. The Applicant pledges to participate in three (3) surveys over the course of one (1) calendar year from the date of receipt of the eBike purchased as part of this program.
 - e. The Applicant agrees to accept the standard safety information and bike helmet provided by the participating bike shop.
 - f. The Applicant hereby acknowledges and agrees that by participation in the eBike Voucher Program, the Applicant assumes all risk of injury or harm relating to the eBike Voucher Program, which may be caused by the action, inaction, or negligence of the Applicant or the action, inaction, or negligence of others, including the City.
 - g. The Applicant agrees to hold harmless, indemnify, defend, and forever discharge the City, its officers, agents, or successors and assigns, from all liability, claims, demands, damages, losses, costs, expenses, and causes of action due to death, injury, loss, or damage to the Applicant.

- III. eBike Voucher Redemption**
 - a. The Applicant agrees to use the eBike Voucher, should they be awarded one, for its designated purchase intent.
 - b. The Applicant agrees to redeem the eBike Voucher, should they be awarded one, within sixty (60) calendar days of notice of issuance.
 - c. The Applicant agrees to redeem the eBike Voucher, should they be awarded one, for a factory new eBike.

- IV. Criteria for Termination from the Program**

The Applicant agrees that they may be terminated from the City of Tampa eBike Voucher Program upon the occurrence of one (1) or more of the following:

- a. Failure to completely fill out the application form.



APPLICANT CONDITIONS

Continued from previous page

- b. Failure to live within the City of Tampa boundary.
- c. Failure to provide proof of residency within the City of Tampa boundary.
- d. Failure to purchase the class of eBike indicated on the voucher, if awarded.
- e. Failure to provide proof of income qualification, if applying for an income-qualified voucher.
- f. Failure to redeem an awarded voucher within 60 days from the date of issuance.
- g. Failure to utilize the eBike purchased as part of this program for personal use.
- h. Failure to participate in three (3) surveys during the first calendar year of ownership of an eBike purchased through this program.
- i. If the Applicant makes any attempt to defraud the City of Tampa through this program or otherwise.

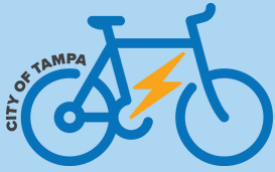
Signature of Owner or Authorized Officer of Business

Title

Date

Print Name





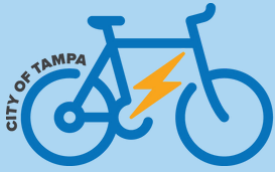
INCOME QUALIFICATION

The eBike Voucher Program is open to all City of Tampa residents, but offers additional assistance to households that fall under the program income-qualification requirements.

To meet the income qualification requirements the applicant must:

- Meet all standard requirements for the City of Tampa eBike Voucher Program.
- Have a household income at or below the 2021 Census reported Area Median Household Income (AMI) of \$59,893.
- Provide proof of household income by providing at least one of the following documents for each working member of the household:
 - Recent paystub
 - W2 or 1099 form
 - Unemployment benefits/Workers compensation documents

One of the key goals guiding the design of the eBike Voucher Program was to aid individuals in obtaining reliable and affordable transportation to work. Income-qualified vouchers are double the value of their standard voucher counterparts to provide additional assistance to those who qualify. eBikes obtained through this program can serve as full trip replacement options or a first-mile/last-mile transit solutions.



PROGRAM APPLICATION

Below is the application all applicants must complete online to be entered into the lottery for the eBike Voucher Program.

A decorative banner image featuring various bicycles in different colors (purple, red, blue, green) and a slice of a lemon, all set against a yellow background.

City of Tampa eBike Voucher Program Application

Please complete the application form below in its entirety, to be entered into the City of Tampa eBike Voucher Program Lottery.

austin.britt@tampagov.net [Switch account](#)

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Your email is not part of your response.

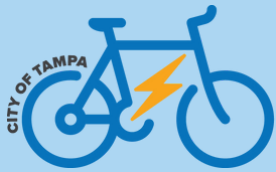
*** Required**

What is your name? (First and Last) *

Your answer _____

What is your age? *

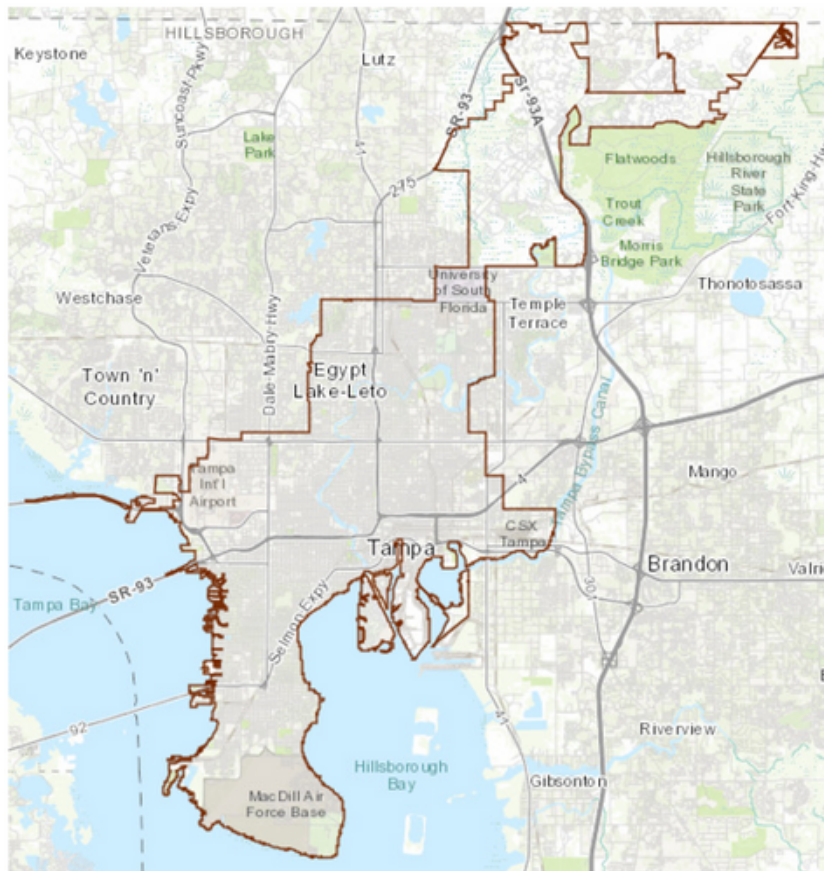
Your answer _____



PROGRAM APPLICATION

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City of Tampa City Limits



Is your residence located within the City of Tampa limits? (an interactive boundary * map can be viewed here: https://apps.tampagov.net/mygovtsvcs_webapp/)

- Yes
- No



PROGRAM APPLICATION

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What is your full address? *

Your answer _____

Please upload documentation showing proof of **Identification** as well as your **Date of Birth**. (eg: Florida Driver's License, Birth Certificate, Valid U.S. Passport or Passport Card) *

[Add file](#)

Please upload a different document showing **Proof of Residency** within the City of Tampa. (eg: Rental/Lease Agreement, Mortgage Statement, Florida Voter Registration Card, Florida Vehicle Registration or Title, Utility Bill) *

[Add file](#)

Please provide your email. (If selected, this is where your eBike Voucher will be sent) *

Your answer _____



PROGRAM APPLICATION

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Please provide your phone number (including area code), should additional information be needed to complete the application. *

Your answer _____

What is your occupation? *

Your answer _____

What is the name of your employer? *

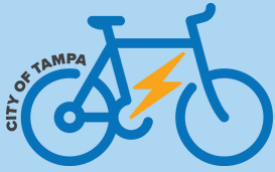
Your answer _____

What is the full address of your employer? *

Your answer _____

Which bike shop have you contacted and are planning to purchase your eBike from? *

Choose ▼



PROGRAM APPLICATION

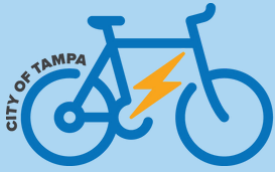
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Please indicate your age: *

- 18-21
- 22-30
- 31-40
- 41-50
- 51-65
- 65+
- Prefer not to answer

Please select your gender or gender identification: *

- Female
- Male
- Non-Binary
- Transgender
- Other
- Prefer not to answer



PROGRAM APPLICATION

Continued from previous page

Please select your household income: *

- Less than \$25,000
- \$25,001 - \$50,000
- \$50,001 - \$75,000
- \$75,001 - \$100,000
- \$100,000+
- Prefer not to answer

Please select your Race/Ethnicity: *

- Asian or Pacific Islander
- Black or African American
- Latino or Hispanic
- Native American or Alaskan Native
- White or Caucasian
- Multi-Racial
- Other
- Prefer not to answer.



PROGRAM APPLICATION

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Please indicate your planned use of the eBike (Select all that apply). *

Work/Volunteer Jobs

School

Shopping/Errands

Appointments

Social Outings

Pleasure

Public Transit/Bus Stop

Other: _____

How often do you expect to ride your eBike? *

Daily

5-6 times per week

3-4 times per week

Twice per week

Once per week

A few times per month

Once per month



PROGRAM APPLICATION

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Which eBike Voucher are you applying for? *

- Standard eBike Voucher - \$500
- Standard eCargo Bike Voucher - \$1,000
- Income-Qualified eBike Voucher - \$1,000 (Income Verification Required)
- Income-Qualified eCargo Bike Voucher - \$2,000 (Income Verification Required)

If applying for an Income-Qualified Voucher, please upload a PDF showing your income qualification for each member of your residence. (i.e. Recent Paystub, W2 or 1099 form, Unemployment benefits/Workers Compensation documents)

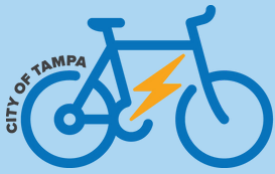
[Add file](#)

This program was established to provide car-replacement options for City of Tampa residents. Do you intend to use the eBike purchased with this voucher to replace trips that would otherwise be taken by car? *

- Yes
- No

Do you pledge to keep the eBike purchased with this voucher for at least one (1) full calendar year from the time of receipt? *

- Yes
- No



PROGRAM APPLICATION

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Do you pledge to complete all basic maintenance of the eBike purchased with this *
voucher for a minimum of one (1) calendar year from the time of receipt?

- Yes
- No

Do you agree to participate in three (3) surveys regarding the purchased eBike *
over the course of one (1) calendar year from receipt?

- Yes
- No

Please upload a signed copy of the "City of Tampa eBike Voucher Program *
Applicant Agreement Form" below.

[Add file](#)

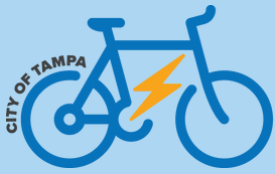
Submit

Clear form

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Google Forms



APPLICANT SELECTION

To help ensure program fairness, a "Lottery" process will be used to select program awardees. Once the application window opens, it will remain open for a period of two (2) weeks to allow applicants time to reach out to the participating bike shops, and provide time for individuals that may not have reliable internet access at home to complete the application.

Using the committed program funding, monies will be split evenly (or as evenly as possible) to determine the number of eBikes that will be awarded for each voucher type. Based on applicant response to the first round of the program, this method may be revised to meet the program needs.

SPRING 2023 FUNDING

170,000

NUMBER OF FUNDED EBIKES

Standard eBike Vouchers - 60
Standard eCargo Bike Vouchers - 50
IQ eBike Vouchers - 50
IQ eCargo Bike Vouchers - 20

Total vouchers - 180

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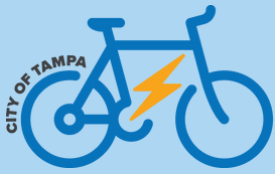
Vouchers & Redemption



Mobility Dept



eB**KE**
VOUCHER PROGRAM



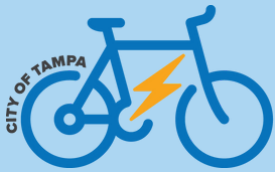
VOUCHERS

Applicants can apply for four (4) different types of vouchers as part of the eBike voucher program Standard Vouchers and Income-Qualified Vouchers.

There are two (2) types of Standard Vouchers: (1) Standard eBike Voucher valid for \$500, and (2) Standard eCargo Voucher valid for \$1,000. Similarly, there are two (2) types of Income-Qualified (IQ) Vouchers: (1) IQ eBike Voucher valid for \$1,000, and (2) IQ eCargo Voucher valid for \$2,000.

Approved vouchers will contain the following information: the type of approved voucher, an expiration date, the applicant's name, the applicant's address, the name of the bike shop the applicant indicated they would be purchasing the eBike from, the address of that bike shop, a unique identification number, and the value of the voucher.





REDEEMING VOUCHERS

Applicants selected through the lottery process will receive an email with their voucher to the email listed on the application. A copy of the applicants voucher will also be emailed to the indicated participating bike shop.

Voucher recipients will have sixty (60) days from the date of issuance to redeem the voucher. Voucher expiration dates are listed on the voucher.

To redeem a voucher, the applicant must bring the emailed approved voucher to the indicated bike shop. The bike shop will then verify the information on the voucher using the emailed copy received from the City program representative. Once verified, the bike shop will scan the applicants ID, then apply the full value of the voucher toward the purchase of the voucher specified eBike. Any value of the voucher not redeemed shall be forfeited.

Within seven (7) days of the in-store voucher redemption, the bike shop will provide the following to the City representative:

- An invoice of the bike sold using the eBike Program Voucher
- The voucher number redeemed
- A scan or photograph of the applicant's photo ID used to verify identification at the time of sale.

City of Tampa eBike Voucher Program

